

Bus Stop Enhancement (BSE) Program Development

Bureau of Public Transportation
Office of Transit and Ridesharing
&
Bureau of Policy and Planning

Program Overview

Objectives

- Standardize bus stop asset designs across the State i.e., benches, shelters, trash cans, lighting, schedule information etc.
 - Improve access to and ADA compliance of bus stops by enhancing the built environment i.e., concrete pads, ramps, and curb cuts
 - Improve customer experience and satisfaction at the stop level and increase awareness of bus stops in regional bus systems
- Develop a system that utilizes in-place vendors to streamline the procurement, installation, and maintenance of bus stop enhancements

Program Overview

Objectives

- Develop a system for identifying and prioritizing bus stops for the delivery of enhancements
- Develop new maintenance agreements to ensure bus stop enhancements are well maintained

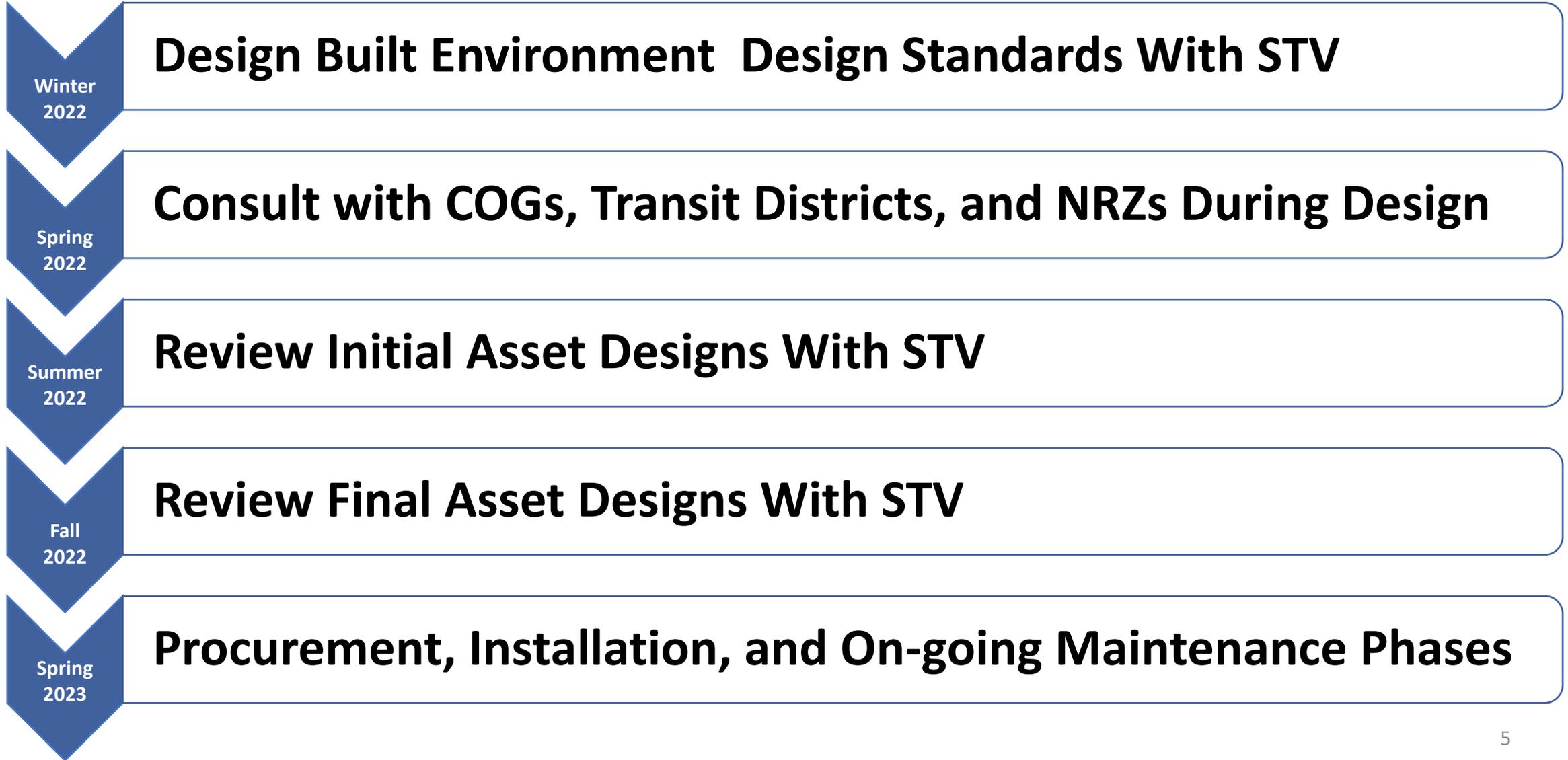
Funding



Project Phase	Fiscal Year	Funding Amount	Funding Source
Design	2021-2022	\$2,000,000	100% State Funds
Procurement & Installation	2022	\$1,500,000	80% FTA 5307/20% State Funds
Procurement & Installation	2023	\$6,000,000	80% FTA 5307/20% State Funds
Procurement & Installation	2024	\$6,200,000	80% FTA 5307/20% State Funds
Procurement & Installation	2025	\$1,500,000	80% FTA 5307/20% State Funds

- Bus stop enhancements will be completely funded through the program
- Any bus stop in the State can be identified as a priority for enhancement; there are 13,187 stops in our current GIS database

Project Timeline



Where We Are

Determining Asset Type, Count, and Scenario Buildouts with STV

- We are still finalizing the comprehensive list of assets that will be made available as part of the BSE program, and how many location specific scenarios and buildouts we should account for when designing bus stop typology and recommended design standards for these assets

Transit Service Provider (TSP) & Council of Governments (COG) Assistance

TSP and COG Coordination

- TSPs and COGs will help us coordinate with municipalities to:
 - Identify their needs and preferences for asset designs
 - Identify criteria for stops to be prioritized for enhancement
 - Address the long-term on-going maintenance of bus stop assets

Customer Feedback Survey



Survey Objectives

Use public feedback to:

- Relay most requested assets to the Transportation Service Providers (TSPs) and Councils of Government (COGs)
- Suggest the prioritization and order in which new assets are funded and placed
- Identify customer satisfaction issues at the bus stop level in order to better address those issues and community needs

Customer Feedback Survey

Survey Structure

- The Department has developed a survey that primarily relies on SMS text messaging and should take about 5 minutes to complete
- Paper surveys will also be made available for those without technological access
- Surveys will be translated into additional languages beyond English and a language assistance line will be set up for assistance in all other non-translated languages

Customer Feedback Survey

Example of Survey Content

- How frequently do you ride the bus?
- How do you typically get to and from the bus stop?
- Which bus stop assets do you feel are the most important for a bus stop to have and why?
- How do you feel about:
 - Bus stop accessibility
 - Bus stop maintenance and cleanliness
 - Displayed bus stop schedule information
 - Bus stop security and safety

NRZ Advisory Board Survey Assistance

NRZ Coordination for Survey Location and Advertising

- Can you identify a list of preferential locations for paper survey pick-up and drop-off?
- Once we finalize the survey and its promotional materials i.e., website and survey links, can you assist in promoting the survey by sharing this information with your communities?

Follow-up Questions or Concerns?

You can email me at Tyler.Roth@ct.gov with any questions relating to the BSE Program

Thank you for your time!